

## Health Centre Devi Ahilya Vishwavidyalaya Indore

### A Self Study Report

**Name of the Center:**

Health Centre DAVV Indore

**Year of establishment:**

2008.

**Vision Statement:**

The Centre will develop into a Self Contended Multispecialty University Hospital Discharging the Corporate Social Responsibility of the University for the community, well equipped with Medical , Nursing and Paramedical Teaching and Research Facilities in coming years

**Mission Statement:**

To Develop the Unique Tertiary Health Care Centre of The Viccinity with Medical and Paramedical Teaching And Research facilities

**Objectives:**

Provide Basic Health Services & Medical Consultation to the Students, employees and their families

- To provide Medical consultation and first aid to the beneficiaries in UTD Premises
- To provide facility for subsidized pathology investigations and dental & oral procedures for the beneficiaries in 2013.
- Provision of Health Insurance and/or tie up with some tertiary care Hospital for the beneficiaries
- To establish emergency treatment facility, minor operation theatre, subsidized radiology and specialists consultation in the XII plan period.

- Have continuous Health Awareness and Health Check up programs for the beneficiaries



<b>Location:</b>	Centrally Located Just adjoining the Entrance of Takshashila Campus Khandwa Road , where all UTDs, Boys and Girls Hostels are located
<b>Financial Resources:</b>	Rs. 125/- per student per semester is collected along with the semester fee. This in turn gets transferred from the respective departments to the chief warden's account and thus managed by the chief warden
<b>User Fees:</b>	No instant fee is payable at the time of examination or treatment. All available care is provided to the beneficiaries from the Health Centre However, fee for Pathological Tests, Specialist consultations and Dentistry procedures is yet to be decided while starting these services at the centre.
<b>Government Support:</b>	UGC grant is sanctioned for Infrastructure, equipment and fixed expenses

**Records of Doctors/Consultants Working at the Center with their working hours, biodata**

Dr. Rajesh Gupta

MBBS, DCP

8.30-till 10.30 am

(Available at health Centre)

Dr. Mrs. Falguni Kumat

MBBS, Diploma in Diabetology

8.30- till 10.30 am

(Available at Girls Hostel)

**Chart Displaying Average Number of Patients Per Working day Yearwise since inception: (As per available records)**

Duration	Total no. of Patients Visited
July 2009	65
Aug.2009	123
Sept.2009	86
Oct. 2009	72
Nov.2009	99
Dec. 2009	61
Jan 2010	44
Feb 2010	56
Mar 2010	41
Apr. 2010	54
May 2010	49
Jun 2010	67

Duration	Total no. of Patients Visited
July 2010	48
Aug.2010	42
Sept.2010	88
Oct. 2010	61
Nov. 2010	47
Dec. 2010	86
Jan 2011,	63
Feb 2011	72
Mar. 2011	81
Apr. 2011	60
May 2011	60
Jun. 2011	64

Average Patient Turnover at Health Centre+ Girls Hostel

Duration	Total no. of Patients Visited
July 2011	59+Nil
Aug.2011	85+13
Sept.2011	169+37
Oct.2011	125+19
Nov.2011	129+17
Dec.2011	192+17
Jan2012	128+10
Feb2012	235+18
Mar2012	226+17
Apr2012	153+10
May2012	116+07
Jun2012	135+07

### Average Patient Turnover at Health Centre

Duration	Total no. of Patients Visited
July 2012	170
Aug.2012	200
Sept.2012	238
Oct.2012	106
Nov.2012	098
Dec.2012	066
Jan2013	103
Feb2013	117
Mar2013	099
Apr2013	088
May2013	079
Jun2013	115
Jul 2013	133
Aug 2013	058 (till August 23 <sup>rd</sup> , 2013)

The centre, besides providing services at the health centre, has also extended medical services in the girl's hostels. The reasons for the unexpectedly poor response by the beneficiaries are yet to be explored by the respective wardens.

**Record of Working Hours:**

From July 2011 till August 2013:

Dr. Rajesh Gupta is available on working days from 8.30 till 10.30am

Additionally Dr. C.C.Motiani (Incharge Health Centre) provided Medical Consultation from 11.00am till 01.00 pm from July 2011 till september 2012

Dr. Mrs, Falguni Kumari provided Medical Consultation available at K N Girls' Hostel on working days from 8.30 till 10.30am

**Working days during the year:**

299 days (July 2012 to Jun 2013)

**Working Days each year since inception:**

> 255 days per year

**Facilities:****Rooms:**

(Room Amenities including Patient Examination Rooms, Laboratories, Dental Check-up Room, Eye-Check-up Rooms, ICU, Emergency beds):

**Structure:**

Building and Equipment:

- Building Single story Constructed in 2008
- One Health Centre Incharge Room, (Furnished with basic facility Furniture, Almira and computer with printer purchased in 2011)
- One Doctor's Consultation room, (Furnished with basic facility furniture ,examination table basic general examination equipment stethoscope, B P instrument, Torch purchased in 2008)



- One ECG cum Consultation Room, (With a bed and ECG machine purchased in 2008. Not operational)
- One Dental Surgeon's room, (With a Dental chair semi equipped Not operational)
- One Treatment room (with basic unsterile first aid/dressing trolley purchased in 2008 and a few basic antibiotic and symptomatic tablets)
- One Ultrasonography room (with one bed no machine. Not operational)
- One electric room (with one small inverter purchased in 2008)
- One Observation Ward (with three beds, I/V stands and bedside lockers. Not operational)
- One Pathology lab (with Microscope, Semi auto-analyser, refrigerator purchased in 2008 and one automatic cell counter, electrolyte analyser and centrifuge purchased in 2012. It requires, masonry and electric work, consumables, man power and operating policy decisions. (Not operational : to set it operational, once the feasibility criterion gets satisfied)
- Tap water connection and drinking water purification/cooling facility of Shishu Vihar is being used by the staff and Doctors till

**Meeting Room:**

Meetings are not scheduled during running clinic.

Patient's waiting Hall is used as meeting room during non clinical period

**Contact Phones:** Doctors and staff use their own mobile phones

**Computer:**

One for office work, located at the Health Centre Incharge's room.

**Facilities for Camps such as Eye-Checkup camps, Blood donation Camps:**

Usually sponsored free camps are preferred:

Records of the Camps organized since inception year wise

- ❖ One Blood donation Camp was organized at Health Centre registering a record collection of >140 blood donations by M.Y. Hospital Blood Bank
- ❖ One Free Eye Check up Camp was organized at the Health Centre on 22<sup>nd</sup> March 2012 for the students and on 23<sup>rd</sup> March 2012 for the employees and their families sponsored by Wasan Eye Care group. This registered an overwhelming response of > 400 students and > 150 employees and their family members.



- ❖ One Blood donation camp was held on 5<sup>th</sup> April 2013 with collection of 130+ pints of blood by the Local Tertiary Care Medical College Hospital (M Y Hospital) Indore
- ❖ Health Awareness Lecture Series has been inaugurated by the Hon'ble Vice Chancellor on 8<sup>th</sup> April 2013 marking the World Health Day and the first of this series, 3 lectures on Cancer, heart diseases and Prevention from Cardiac illness were delivered by the experts and super specialist of Choithram Hospital and research center on the same evening.



- ❖ Series of the lectures is to continue sparing exam, vacations, semester break and admission period.
- ❖ Health Camp was organized by the centre on 9<sup>th</sup> of April, 2013 where the consultant advises in 12 different specialities, blood sugar checkup and ECG were sponsored by the local Choithram Hospital and Research Center









**Facilities for Student Health files/Records:**

Awaited for proper availability of Manpower to generate and maintain the files/records

**Outdoor Garden Size :**

Grossly

100 feet \* 25 feet on the south ward side

30 feet \* 30 feet in front Eastward side

10 feet \* 50 feet at the back Westward (yet to be developed as lawns)

**Writeup of Health Care provided during the year:**

Health care provision has generally been good

The doctors are well qualified with good clinical accumen and experience. Satisfaction of the Beneficiaries, is itself, reflected by their re visits for their varied ailments and for the treatment of family members.

Confidence of the doctors is reflected through their prescription and advises which is periodically monitored on the basis of observation and verbal feedback

### **Writeup on Relationship:**

#### **(i) Dedication of the working staff at the centre :**

The staff members viz.

1) House keeper Anand Chauhan is fully dedicated for the activities evn beyond his perview. He opens and closes the centre in time, takes care of the patients greets and help them. Despite his house keeping activities at Shishu Vihar, he keeps the centre neat and clean, odourless.

Despite his regular housekeeping job he also moves the file like a messenger peon throughout and outside the University for which he has to burn his own fuel.

He also performs the function of a dispensing/ store keeping personnel and as adresser and first aid provider.

This all has been inculcated in him as a capacity building exercise through the years of working with the doctors and the system.

2) The peon cum gardener ramshankar Yadav is working on daily basis voucher payment he also performs the same functions as above except the toilet cleaning job.

He is literate, so he has developed himself in Hindi typing and is under practice

Both the staff members will prove to be a boon for the centre if they continue with.

#### **(ii) Provision of maximum possible attention to the patients: Ensured**

### **Feedback Records:**

Student and Employee feedback is taken on the basis of anonymity

Feedback from hotel wardens is gathered periodically in order to release the payables to the doctors (Payment to the doctors is made depending upon satisfactory feedback of the beneficiaries) (Annexure)



## **Advisory Committee:**

The Advisory Committee of the Health Centre is constituted by the then, Hon'ble Vice Chancellor in 2011 as follows:

Prof. Dr. Rajkamal                      Chairperson

Dr. Mrs. Sunanda Jain (Member Executive DAVV)                      Member

Dr. Shekhar Modhak (Member Executive DAVV)                      Member

Prof. Dr. C V Kulkarni (M G M Medical College Indore)                      Member

Prof. Dr. Mrs. Pratibha Sharma (Incharge Shishu Vihar DAVV)                      Member

Dr. C C Motiani (Incharge Health Centre DAVV)                      Member  
Secretary

**Records of Advisory Committee Meetings:** The Minutes book (Annexure)

### **7.3 Best Practices**

**7.3.1 Give details of any two best practices which have contributed to better Medical and Administrative functioning of the department.**

- Registration of the Centre with Health Authorities was pending
- Process of registration is being followed as per statutory requirements
- Management of Biomedical Waste to be outsourced to the incinerator and waste management company (MOU is under the process for final signatures)

- Capacity building exercises:
- The only staff of Health Care Centre (Our Housekeeper) is trained for first aid and dressings etc. This will help his growth and relieve the burden of Doctor to focus on using his clinical acumen.
- The temporary voucher payment labour being used as gardener cum peon between Health Center and Shishu Vihar is higher secondary pass thus he is trying to learn Hindi Typing.